

State of Utah**Product Description****Product Number: 4301.02.15****DHS USTEPS**

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The Utah System for Tracking Eligibility, Planning and Services (USTEPS) is the case management system used by the Division of Services for People with Disabilities at DHS. The hours of support are listed below.

Application	Support Hours	Days of Week
USTEPS Core	24 hours	Monday – Sunday
UPI (Provider Interface)	24 hours	Monday – Sunday
Downtime and Deployment Window	Scheduled as needed	

Special Product Features and Descriptions

Feature	Description
Database	Uses Shared MS SQL Server Database Hosting (product 2728.03) where only DHS applications are hosted.
Web Applications	Shared Glassfish, Websphere

Features Not Included

Feature	Explanation
On Call Developer Support	DHS has not requested that developers be on call for support outside normal business hours.

Rates and Billing

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Feature	Description	Base Rate
DTS Services	Application development, hosting and storage including off site backup of data, shared SQL Server	Published DTS Rates

Ordering and Provisioning

Changes are submitted, approved, prioritized, and scheduled by the DSPD project manager assigned to the USTEPS project. Once these changes have been coded, tested, and approved by DSPD, a migration schedule is developed in conjunction with the DSPD project manager and/or DSPD executive management in accordance with the change and configuration management policies.

DTS Responsibilities

No requirements specific to these applications.

Agency Responsibilities

No requirements specific to these applications.

DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page.

Metric Description	Target
USTEPS	99.9%

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UPI	99.9%
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Times exclude those tickets in a "Pending" status waiting a known bug fix.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

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Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied